



Training Opportunity

Course Title:	Handling Difficult People and Resolving Conflicts
Date(s)/Time:	27 July 2004 8am to 4pm
Location:	Ft. Benning, Building 6, Classroom 225
Tuition:	\$160
Vendor:	The Human Development Center – Phil D’Agostino
Course Manager:	Marsha Samples 356-842-6543/DSN 788-6543 marsha.samples@us.army.mil
Cancellation Policy	Cancellations are permitted until the registration deadline of 25 June 2004; however, they must be coordinated with the Course Manager. Organizations will be charged for cancellations received after this date

Who Should Attend:

Federal Employees

Course Description:

Upon completion of this course, attendees will be able to:

- Identify the characteristics of difficult people to manage their personalities better, even in conflict.
- Apply specific communication techniques to create cooperation, even with difficult people.
- Analyze conditions with difficult people to find the causes of conflict
- Apply a four-step approach to resolve conflicts even with difficult people.
- Motivate difficult people to comply with their commitments.

Registration Information:

Registration Deadline: 25 June 2004

Follow your organization’s procedures for securing approval to attend this program. To obtain space in this program, submit a completed payment authorization sheet available [here](#) to the course manager by the registration deadline.

Additional Information:

Individuals requiring special accommodations should notify the course manager at the time of registration.